



Docket No.: 1509-22

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Rycharde Jeffery HAWKES *et al.*

Serial No. 09/977,501

Filed: October 16, 2001

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: Group Art Unit: 2151

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: Examiner: Unknown

For: CONTENT PROVIDE ENTITY FOR COMMUNICATION SESSION

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
Washington, D. C. 20231

Sir:

In accordance with the provisions of 37 C.F.R. 1.56, 1.97 and 1.98, the attention of the Patent and Trademark Office is hereby directed to the documents listed on the attached form PTO-1449. It is respectfully requested that the documents be expressly considered during the prosecution of this application, and that the documents be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

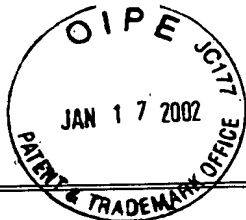
This Information Disclosure Statement is being filed within three months of the U.S. filing date OR before the mailing date of a first Office Action on the merits. No certification or fee is required.

Respectfully submitted,

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January 17, 2002

INFORMATION DISCLOSURE
CITATION IN AN
APPLICATION

(PTO-1449)

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1509-226SERIAL NO.
09/977,501APPLICANT
Rycharde Jeffery HAWKES *et al.*FILING DATE
October 16, 2001GROUP
2151

U.S. PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	5,838,682	11/17/98	Dekelbaum et al.			
	5,848,143	12/08/98	Andrews et al.			
	5,884,032	03/16/99	Bateman et al			

FOREIGN PATENT DOCUMENTS

EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						Yes	No
	0 820 028 A2	01/21/98	Europe				
	0 829 996 A2	03/18/98	Europe				
	0 838 770 A2	04/29/98	Europe				
	2 320 843 A	07/01/98	United Kingdom				
	WO 99/26153 A2	05/27/99	WIPO				
	2 342 529 A	04/12/00	United Kingdom				
	WO 00/41118 A2	07/13/00	WIPO				
	WO 00/58867 A1	10/05/00	WIPO				
	WO 01/08061 A1	02/01/01	WIPO				
	WO 01/28206 A1	04/19/01	WIPO				

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

Todd Neff, *The Multimedia Contact Center: Corporate Façade or Human Face*, April 10, 2000, pages 1-69
Cobrow Homepage - www.cobrow.com, January 21, 2000

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.